

REQUEST FOR RECALLED PRODUCT REPLACEMENT FORM

(or PURCHASE AGREEMENT if recalled boots are not returned
after receiving replacement boots)

Step #1-

Check all Ranger leather structural firefighting footwear for Ranger models #3042, #3044 & #3045 models # for product produced between 1/1/99 through 10/30/99.

Any product produced during that time frame, **not marked "REPLACEMENT,"** should be segregated and the Ranger label showing date of manufacture and size should be carefully cut out (a seam ripper or pocket knife works well) on **BOTH** boots. If the dates of manufacture or model/style numbers are illegible, please contact our Recall Desk at 1-800-688-6148 for assistance.

Step #2-

Call the Recall Desk at 1-800-688-6148 for a RA# and list here RA#

Step #3-

Complete the information below and include this form with the returned labels:

1. Number of labels being returned (***you need to return label from both right & left boot to get a replacement pair***) _____/2 = _____pair (sample 4 /2 = 2 pair)
2. Sizes needed (you may request slightly different sizing from returns, if needed)

<u>Manufacturer</u>	<u>Model #</u>	<u>Qty Needed</u>	<u>Size (include width)</u>
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_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Please use separate page if additional space is needed.

The boots are replaced at no charge if the recalled boots are returned to Total Fire Group after receiving the replacement boots. If recalled boots are not returned to TFG (at no charge to you and per the easy instructions that will accompany the replacement product), you will be billed for the new replacement boots at the following charge:

8" Cost is \$285.63, 10" Cost is \$306.31, Bunkers Cost is \$311.93

3. The following shipping information is necessary in order to return your boots, please fill out completely (please, NO PO Box numbers).

Ship to:

Department or Individual:

Attn:

Street Address:

City

State

Zip

Daytime Phone Number (sorry, a must):

Signed

(over please)

Step #4-

Mail this form with your cut out labels to:

Ranger Customer Service Group
Attn: RECALL DESK
PO Box 13616
Dayton OH 45413-0616

Step #5-

Wait for replacement product

We will get replacement product out to you ASAP. If you have questions about delivery or any other recall issue, call 1-800-688-6148 and ask for the Recall desk. Availability of replacement product will depend upon size to some extent, but we will do everything possible to expedite your replacement product to you.

Step #6-

Return old product when you receive replacement product.

- a. Place old recalled boots in the replacement boot box.
- b. Attach enclosed label.
- c. Call TFG Recall Desk for a UPS call tag.
- d. Return old boots to Total Fire Group Recall Desk.

When you receive the replacement product, you will also receive even more specific information on how to return the old product to us at **No Charge**. It is very important we receive the old product so we can destroy it and so you are not billed for the replacement product. **Please help us on this by promptly returning any recalled, replaced boots.**